

THE EFFECTIVENESS OF PROCEDURE IN e-FILING  
AMONG TEACHERS AT SEKOLAH MENENGAH  
KEBANGSAAN GAJAH BERANG, MALACCA

MYSARA SYAFIKAH BINTI ISHAK  
NASEHA SAKINAH BINTI ABD HAMID  
NORAZLINA BINTI MANSOR  
NUR HAZWANI BINTI SA'DON

BACHELOR IN OFFICE SYSTEMS MANAGEMENT (HONS)  
UNIVERSITI TEKNOLOGI MARA

2012

## ABSTRACT

Nowadays, online application were popular medium to use in most of sector either government or private. Regarding to achieved the desired of goal Prime Minister to gain the productivity and acknowledgement in ICT, most of the organization implement the system to achieved the goals and objective. The purpose of this research is to examine the effectiveness of *e-filing* procedure among teachers at SMK Gajah Berang, Malacca towards procedure in *e-filing* in terms of usability of *e-filing*, registration, *e-payment via FPX* and *e-filing* user guide. Moreover, this study will identify the understanding and familiarity of *e-filing* among teachers. The research methodology by using 86 questionnaire method were randomly selected among teachers to know whether the usability and effectiveness of *e-filing* can influence the application by used of user that their monthly income is above than RM3000. Moreover, based on the finding of this study, the teachers familiar and know exactly the procedures of *e-filing* that LHDN already implemented to make the ease and faster by using the system and online application. Furthermore, it can see that there has strong significant relationship from this study. In addition, due to completeness of this research, we would provide several of evidence from the expertise of *e-filing* system to support the need of the LHDN to develop the *e-filing* system more attractive and interesting to reach the quality and productivity in the desire government sector.

## ACKNOWLEDGEMENT

*In The Name Of Allah S.W.T Most Gracious, Most Merciful*

First and foremost all praise to Allah the Almighty and the Benevolent and Alhamdulillah, thanks to Allah that bless me and the other friends to complete our project paper to fulfill the requirements of the Research Methods course.

We would like to express our gratitude to Mr. Sulaiman bin Mahzan whose expertise, understanding, and patience, added considerably to our graduate experience. We appreciate his vast knowledge and skill in many areas. He is the one supervisor who truly made a difference in our life. He provides us with direction, technical support and became more of a mentor than a supervisor. Without his motivation and encouragement we would not have considered completed this research study. We must also acknowledge him for his suggestions for, and provision of the font materials evaluated in this study to ensure us within the correct path.

We would also like to thank our family and friends in this group for the support they provided us through our entire life and in particular.

Mysara Syafikah binti Ishak  
Naseha Sakinah binti Abd Hamid  
Norazlina binti Mansor  
Nur Hazwani binti Sa'don

July 2, 2012  
Faculty of Office Management and Technology  
Universiti Teknologi MARA

## TABLE OF CONTENTS

	Page
LIST OF TABLES	iv
LIST OF FIGURES	v
 CHAPTER 1	
INTRODUCTION.....	1
Background of Company.....	1
Problem Statement.....	5
Research Objective.....	7
Research Question.....	8
Significant of Study.....	8
Scope of Study .....	9
Definition of Term.....	9
 CHAPTER 2	
LITERATURE VIEW.....	12
Introduction.....	12
e-Filing.....	12
Registration.....	13
e-Payment via FPX.....	15
e-Filing User Guide.....	16
Hypothesis .....	20
 CHAPTER 3	
RESEARCH METHODOLOGY.....	21
Introduction .....	21
Research Design .....	22
Exploratory Research.....	22
Descriptive Research.....	23
Causal Research.....	23
Population .....	24
Sampling Design.....	24
Data Collection Method.....	26
Data Analysis.....	27
Work Scheduling .....	28
Plan for Data Analysis .....	29
 CHAPTER 4	
RESULTS AND FINDINGS OF STUDY.....	30
Section A: Usability of e-Filing.....	31
Section B: Registration.....	40

## CHAPTER 1

### INTRODUCTION

#### Background of the Study

Under the *e-government* flagship, seven main projects were identified to be the core of the *e-government* applications in Malaysia. The *e-government* projects are *Electronic Procurement (e-Perolehan)*, *Project Monitoring System (PMS)*, *Electronic Services Delivery (e-Services)*, *Human Resource Management Information System (HRMIS)*, *Generic Office Environment (GOE)*, *e-Syariah* and *Electronic Labor Exchange (ELX)*. Besides these seven main projects several government agencies have taken initiatives to introduce online services for the public, with aims to increase the ease and efficiency of their services to the people. Among them were *Public Services Portal (my Government)*, *e-Tanah*, *e-Consent*, *e-Filing*, *e-Local Government (e-PBT)*, *e-Kehakiman*, *Custom Information System (SMK)*, *Pensions Online Workflow Environment (POWER)*, and *Training Information System (e-SILA)* (Shafie, 2007 and Ambali, 2009). *e-filing* implementation was introduced by a government agency called LHDN (Lembaga Hasil Dalam Negeri).

It allows taxpayers to submit their income tax details online and is considered as an alternative to the usual manual paper submission. *e-filing* was first introduced in 2006 and has since undergone a progressive improvement with a more robust engine promised